

CLAIMS

What is claimed is:

- 1 1. A communications network comprising:
2 a media server;
3 a media gateway; and
4 a call controller configured to provide reliability handling for events experienced
5 during a call session between the media server and the media gateway.
- 1 2. The communications network of claim 1 wherein the reliability handling includes the
2 provisioning of voice extensible markup language (VXML) instructions to the media server
3 to retrieve applications from one or more document servers.
- 1 3. The communications network of claim 2 wherein the VXML instructions include
2 uniform resource locators (URLs) identifying the location of the applications.
- 1 4. The communications network of claim 2 wherein the media server comprises a VXML
2 engine.
- 1 5. The communications network of claim 4 wherein the media gateway is coupled to
2 receive inbound calls from a telephone network.
- 1 6. The communications network of claim 4 wherein the call controller includes an
2 interface adapted for communication with an enterprise call router.

1 7. The communications network of claim 1 wherein the exception handling includes one
2 or more of call rejection or call transfer.

1 8. The communications network of claim 7 further comprising a VXML document server
2 communicatively coupled to the media server.

1 9. The communications network of claim 8 wherein the VXML document server stores
2 the VXML application to be executed by the media server.

1 10. The communications network of claim 7 wherein the exception handling is based on
2 application profiles for automated communication applications to be executed by the media
3 server.

1 11. A method, comprising:
2 recognizing an event in a call flow process for an automated communication session
3 in which the media server interacts with a caller through a media gateway; and
4 invoking, in response thereto and at an application server communicatively coupled
5 with the media server and the media gateway, one or more reliability handlers for coping
6 with the event according to an application profile for the automated call session.

1 12. The method of claim 11 wherein the reliability handlers provide one or more of:
2 uniform resource locators (URLs) at which applications to be executed by the media server
3 are located, call rejection instructions, or call transfer destination telephone numbers.

- 1 13. The method of claim 12 wherein the URLs correspond to documents stored at the
2 application server.
- 1 14. The method of claim 12 wherein the URLs correspond to documents stored at one or
2 more document servers communicatively coupled to the media server.
- 1 15. The method of claim 11 wherein the reliability handlers respond to the event by
2 transmitting instructions to the media server to retrieve backup documents for processing a
3 call from one or more document servers.
- 1 16. The method of claim 15 wherein the backup documents comprise one or more voice
2 extensible markup language (VXML) applications.
- 1 17. The method of claim 11 wherein the event comprises one of: a timeout during
2 communication between the media server and a document server, a document server error,
3 a communication error between the document server and the media server, a page error, a
4 resource failure error, an XML timeout error, an unexpected response from the document
5 server, a call transfer process initiated by the media server, a call queuing operation
6 initiated by the media server, a script execution initiated by an enterprise call router
7 communicatively coupled to the application server, or a carrier-based transfer connect
8 process requested by the media server.
- 1 18. A method, comprising performing call control operations at an application server
2 communicatively coupled as a session initiation protocol (SIP) proxy between a media
3 gateway and a media server according to application profiles for one or more automated

4 communication applications to be executed by the media server according to voice
 5 extensible markup language (VXML) instructions, the call control operations being
 6 performed in response to events that occur during execution of the automated
 7 communication applications, said events including failures of the automated
 8 communication applications.

1 19. The method of claim 18 wherein the events comprises one or more of: a timeout
 2 during communication between the media server and a document server, a document server
 3 error, a communication error between the document server and the media server, a page
 4 error, a resource failure error, an XML timeout error, an unexpected response from the
 5 document server, a call transfer process initiated by the media server, a call queuing
 6 operation initiated by the media server, a script execution initiated by an enterprise call
 7 router communicatively coupled to the application server, or a carrier-based transfer
 8 connect process requested by the media server.

1 20. The method of claim 19 wherein the application profiles are retrieved from a directory
 2 accessible by the application server at a time when a call session is established.